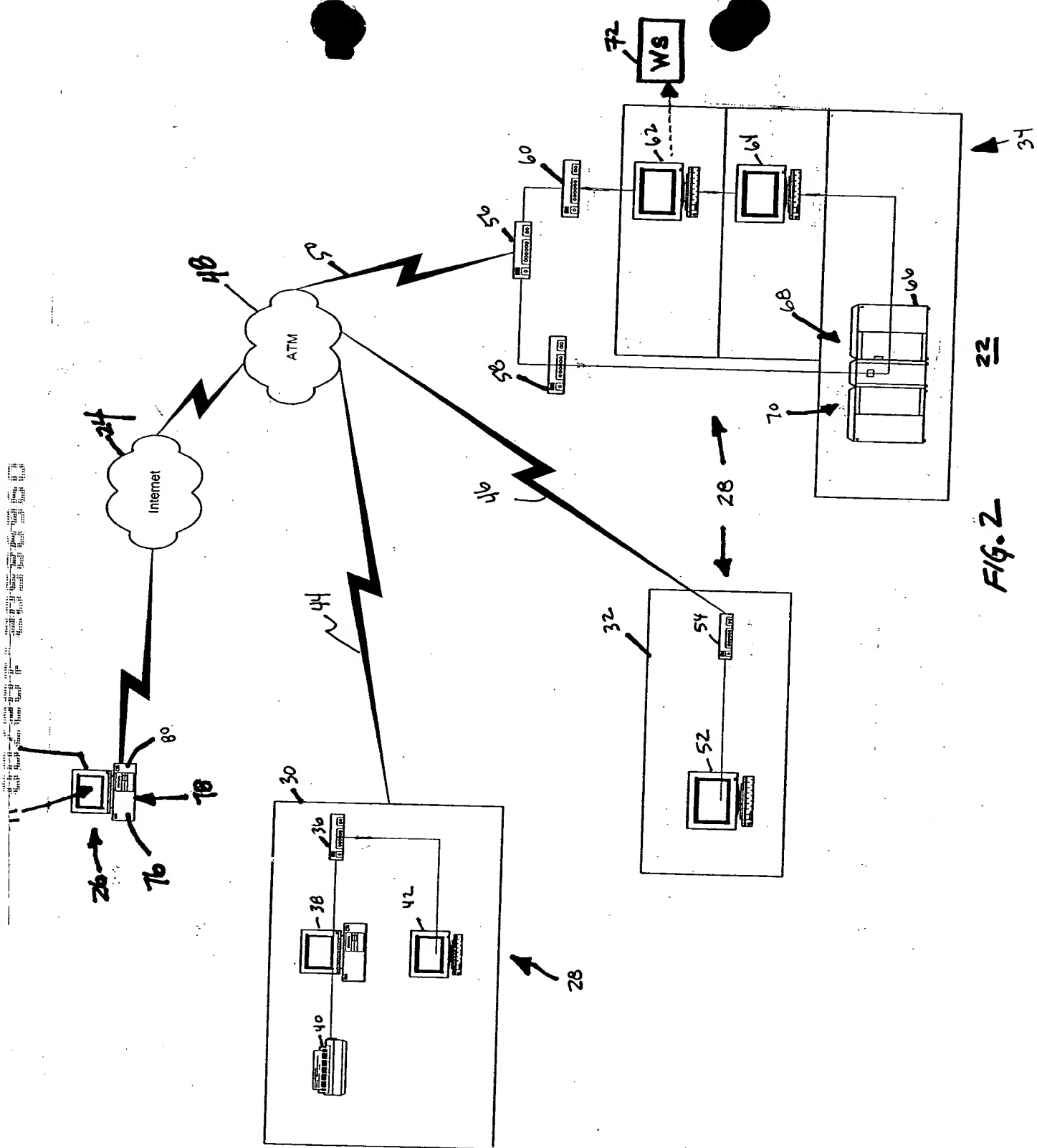


FIG. 1



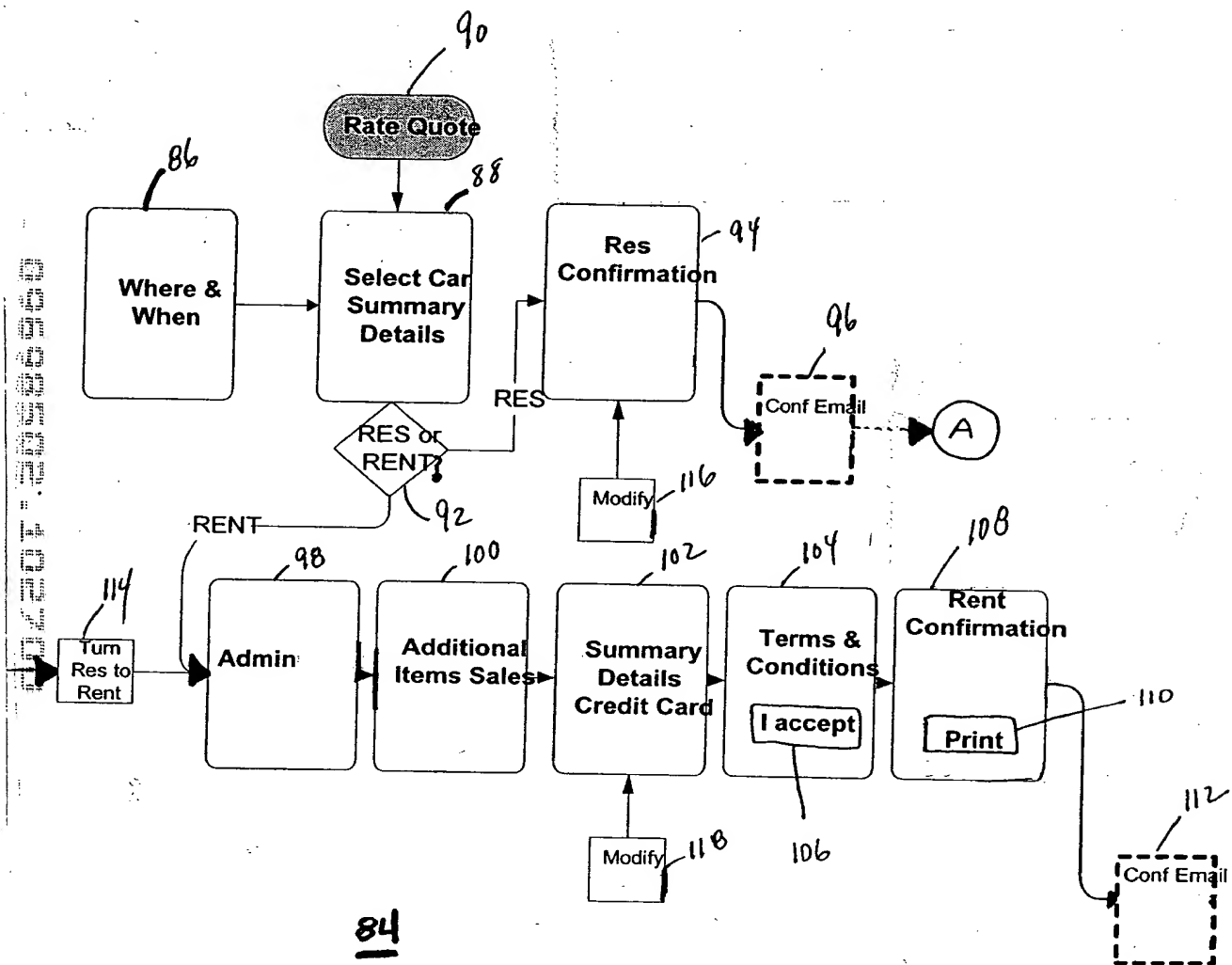


FIG. 3

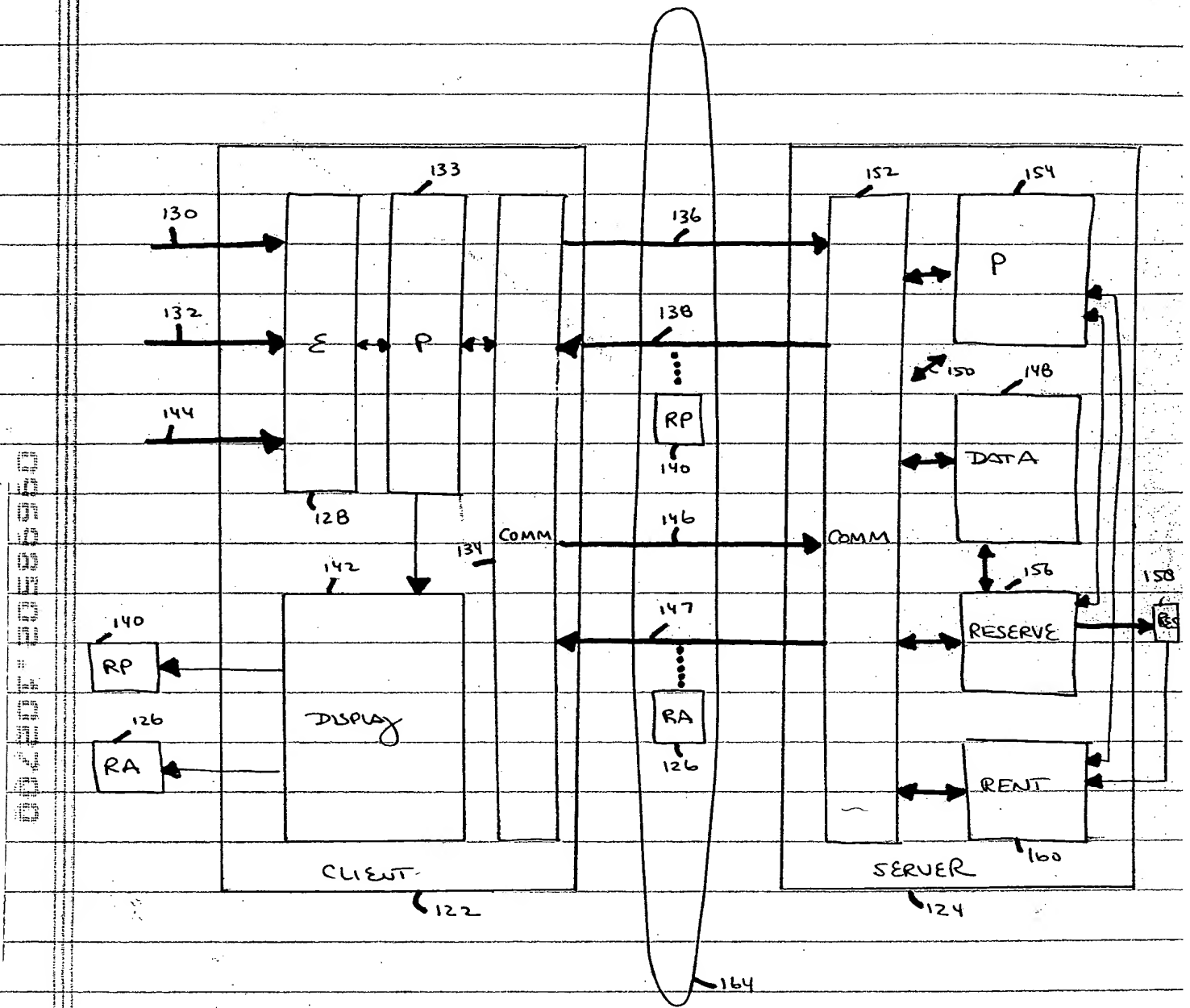


FIG. 4

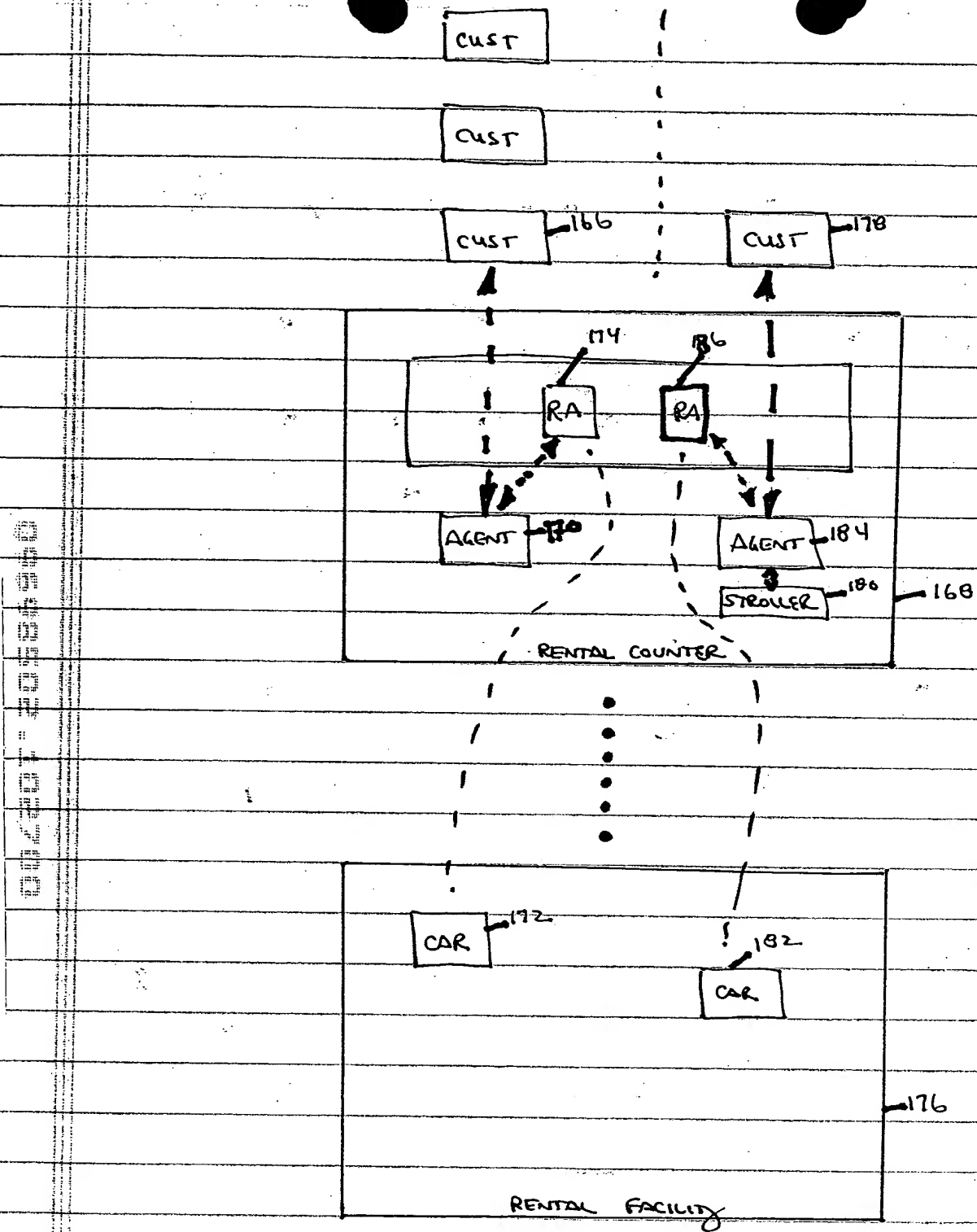
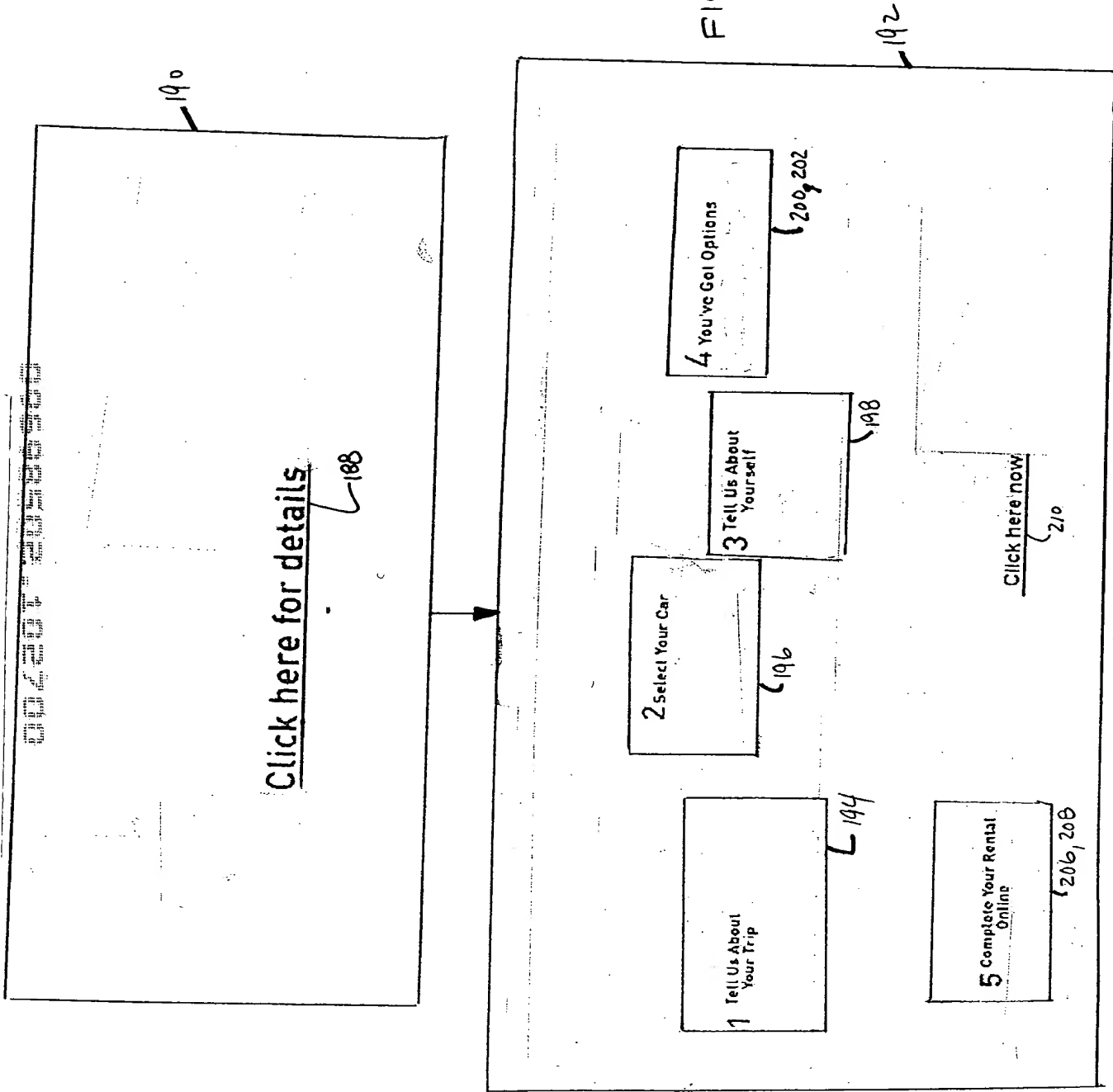


FIG. 5

FIG. 6A



Existing Reservation

view 234
modify 236
cancel 238

tell us about your trip

Country of Residence?

(Select) 224

Pick Up / Drop Off Location

Pickup Location 212

Pickup Date 214

Time 216
9:00 AM

Dropoff Location 218

Dropoff Date 220

Time 222
9:00 AM

Optional Rate Information

224

Rate Code	Promo/I.D. Number	Corporate I.D. Number	Coupon Code

Applicant Code 226
Club Members

Member ID 228
Last Name 230

232
continue

Need technical help? [Click here.](#) 240

194

FIG. 6B

Rental Period and Location

Pickup:

Ft. Lauderdale, FL (FLL)
Wednesday, September 16, 2000
12:00 PM

Dropoff:

Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Price quoted in
(USD) \$50.99

here's what's available, see one

Only vehicle classes available at requested location for requested dates are displayed.



Economy - 2-Door



○ \$23.99 Rental Period



Compact - 4-Door



○ \$25.99 Rental Period



Midsize - 4-Door



○ \$28.99 Rental Period



Convertible - 4-Door



○ \$41.99 Rental Period



Fullsize - 4-Door



○ \$31.99 Rental Period



Premium - 4-Door



○ \$45.99 Rental Period



Luxury - 4-Door



○ \$60.99 Rental Period



Minivan



○ \$45.99 Rental Period



Minivan



○ \$50.99 Rental Period



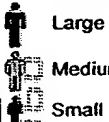
Sport Utility



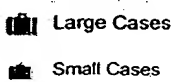
○ \$50.99 Rental Period

Car Capacity 260

Passengers



Luggage



Car Features 262

Anti-Lock Brakes
Cruise Control
Power Locks/Windows
Air Bags
6-Cylinder Engine
Automatic Transmission
Air Conditioning
Power-Assist Steering
Tinted Windows
Dual Mirrors
Tilt-Steering Wheel
Delay Wipers
AM/FM Stereo With Cassette Player

← go back

continue →

Need technical help? Click here.

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FIG. 6C

240

242

252

256

254

250

248

246

244

your car

Sport Utility Vehicle



Pickup:
Ft. Lauderdale, FL (FLL)
Wednesday, September 16, 2000
12:00 PM

Dropoff:
Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Price quoted in
(USD) \$50.99

Need more information? Click on
individual items for details or
the icon for details by section.

Select rental options and calculate total

Base Rate - Sport Utility Vehicle (USD)

Weekly Rate
Daily Rate
Hourly Rate
Rate Code XX Association I.D. XXXXXX
Inclusive Rate Items
Unlimited Mileage(Properties)

\$50.99

Coupon Accepted

Subtotal \$50.99

Primary Driver's Age

- ☒ 25 years of age and older
☐ Under 25 years of age (\$25.00/day ea.)

Most locations minimum age 21, read about exceptions.

Subtotal \$0.00

Additional Driver's and Additional Driver's Age

- ☒ Number of additional drivers 25 years and older (\$3.99/day ea.)
☒ Number of additional drivers under 25 years of age (\$25.00/day ea.)

Most locations minimum age 21, read about exceptions.

Subtotal \$32.98

Additional Items

- ☐ Collision Damage Waiver (\$16.99/day)
☐ Extended Protection (\$10.95/day)
☐ Prepaid Gas (\$1.69/gallon)
☒ Child Safety Seat (\$4.99/day)
☐ Child/Infant Stroller (\$4.99/day)

\$4.99

Subtotal \$4.99

Taxes, Surcharges and Fees

Concession Recoupment Fee (10.00%)
License Recoupment Fee (\$0.30/day)
State Rental Surcharge (\$2.05/day)
Sales Tax (6.00%)

\$8.90

\$0.30

\$2.05

\$6.01

Subtotal \$17.26

Calculate Estimated Total

Rate may vary slightly due to: changes in pickup or dropoff times;
election of optional items; and/or contracted rates.

calculate

\$106.22

Personal Information

First Name

Last Name

E-mail Address



Reserve



Your reservation request will be canceled in 10 minutes if you do not confirm this car. You can also click
on Quit to cancel the request and return to the Reservation Page.

go back

quit

Need technical help? [Click here.](#)

268

FIG. 6D

your car

Sport Utility Vehicle



Confirmation # 1103424

Pickup:
Ft. Lauderdale, FL (FLL)
Wednesday, September 16, 2000
12:00 PM

Dropoff:
Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
PM

Options Selected:
Additional Driver (2)
 underage Driver
Safety Seat

Total = \$106.22 (USD)

Pickup location
Ft. Lauderdale Intl.
Port Shuttle FL, (FLL)
S. Federal Hwy.
Ft. Lauderdale, FL 33301
Phone: 407-xxx-8200
407-xxx-6102
Hours: Mon-Sun: 24 hours

[Travel Tools](#)
[Driving Directions](#)

[Family Fun](#)

[Safety Tips](#)

A confirmation e-mail will be sent to your e-mail address for your convenient reference. You can use your browser's print button to print a hard copy of this confirmation. Make sure the Page Setup is set to "Print as Displayed".

your reservation has been confirmed!

Confirmation # 1103424

Here's what you do to pick up your car:

- Outside the airport, find the bus, which will take you to our rental center.
- Bring your confirmation number, your credit card and your driver's license with you to the counter. You will need the confirmation number below to pick up your car, make any changes or cancel your reservation.
- Please remember to bring any coupons with you to the rental counter. You must present them at the time of pickup to apply the coupon discount to your rate.

Reservation Details

Name Chris Bauer
E-mail bauercc@ancrental.com

Base Rate Total - Sport Utility Vehicle (USD)

Weekly Rate	
Daily Rate	\$50.99
Hourly Rate	
Inclusive Rate Items	
Unlimited Mileage(Properties)	

Coupon Accepted

Subtotal \$50.99

Additional Items

Additional Driver (\$3.99/day)	\$7.98
Underage Driver (\$25.00/day)	\$25.00
Child Safety Seat (\$4.99/day)	\$4.99

Subtotal \$37.97

Taxes, Surcharges and Fees

Concession Recoupment Fee (10.00%)	\$8.90
License Recoupment Fee (\$0.30/day)	\$0.30
State Rental Surcharge (\$2.05/day)	\$2.05
Sales Tax (6.00%)	\$6.01

Subtotal \$17.26

Estimated Subtotal

Rate may vary slightly due to: changes in pickup or dropoff times; election of optional items; and/or contracted rates.

\$106.22

Need technical help? [Click here.](#)

MODIFY
312

CANCEL
314

RETURN
316

FIG. 6E

your car

Sport Utility Vehicle



Res. Confirmation #1103424

Pickup:
Ft. Lauderdale, FL (FLL)
Wednesday, September 16, 2000
12:00 PM

Dropoff:
Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Options Selected:

Additional Driver (2)

Age Driver

Safety Seat

Total = \$106.22 (USD)

tell us about yourself

Your car has been reserved, enter the information below to complete your "counterless" rental. By filling out this form you are confirming that you are the primary renter of this car. To complete this form, you will need your driver's license. If you have additional drivers, you will need their driver's license information.

Primary Driver's License Information 320

Driver's License Number *

322

State/Province of Drivers License *

324

361 May we search for your past rentals process and prefill some of the fields below?

to expedite the

yes

Country of Drivers License *

326

Expiration Date * 328

Jan 1 2000

Date of Birth * 330

Jan 1 19 (19YY)

Sex 332

M

Primary Driver's Personal Information 334

First Name *

336

Last Name *

338

Email *

340

Street Address *

342

City *

344

State/Province *

346

Zip/Postal Code *

348

Country *

350

Home Telephone *

352

Additional Driver Information 354

368 0 Please select the number of additional drivers.

Where are you staying? 356

Contact Name or Location

Telephone Number

Airline and Frequent Flyer Information 358

Airline

Flight Number

Frequent Flyer Program Name

Member Number

362 go back 364 continue 366 quit

Need technical help? [Click here.](#)

your car

Sport Utility Vehicle



Res Confirmation #1103424

pickup:
Lauderdale, FL (FLL)
Wednesday, September 16, 2000
00 PM

dropoff:
Lauderdale, FL (FLL)
Thursday, September 17, 2000
00 PM

Options Selected:
Additional Driver (2)
Damage Driver
Child Safety Seat

total = \$106.22 (USD)

additional driver

312 ☐ I do not currently have the information required for this additional driver.
Please remove this item from my rental and I may modify my rental to add this additional driver at a later date.

Additional Driver's License Information 377

Please enter information as it appears on the additional driver's license

First Name *

Last Name *

Driver's License Number *

Address, City and Zip or Postal Code of Driver's License *

State of Driver's License *

Country of Driver's License *

Expiration Date *

Jan ☐ 1 ☐ 2000 ☐

Date of Birth *

Jan ☐ 1 ☐ 19 (19YY)

Sex

M ☐

376 go back 378 continue 380 quit

Need technical help? [Click here.](#)

370

F6.6G

your car

Sport Utility Vehicle



Res. Confirmation #1103424

Pickup:
Ft. Lauderdale, FL (FLL)
Wednesday, September 16, 2000
12:00 PM

Dropoff:
Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Options Selected:
Additional Driver (2)
Underage Driver
Child Safety Seat

total = \$106.22 (USD)

your past rentals

We've determined from your past rentals that you have purchased the optional coverages listed below. Shall we add them to your current rental?



Collision Damage Waiver (CDW) — \$16.99 / day

Keep it simple. Lessen your financial responsibility for loss or damage to the rental car - regardless of fault.

- 386 ☒ **ADD** Collision Damage Waiver to my rental
390 ☒ **DECLINE** Collision Damage Waiver

More information on CDW || An example where purchasing CDW paid off

394

Am I covered by my insurance or credit card?

398

384



Extended Protection (EP) — \$10.95 / day

Drive with peace of mind. Provides both primary liability and uninsured motorist protection.

- 388 ☒ **ADD** Extended Protection to my rental
392 ☒ **DECLINE** Extended Protection

More information on EP || An example where purchasing for EP was the way to go

400

402



404



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200

FIG. 6H

your car

Sport Utility Vehicle



Res. Confirmation #1103424

Pickup:
Ft. Lauderdale, FL (FLL)
Wednesday, September 16, 2000
12:00 PM

Dropoff:
Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Options Selected:
Additional Driver (2) - 422
Damage Driver - 424
Child Safety Seat - 426

Total = \$106.22 (USD)

optional equipment

We offer the following options to help your vacation go a little smoother.



Child Safety Seat — \$4.99 / day

This child restraint system conforms to government standards and is for use by infants and toddlers. [More information on the Child Safety Seat.](#)



ADD a child safety seat to my rental



Child Stroller — \$4.99 / day

Easy to use stroller with easy to use features. [More information on the Child Stroller](#)



ADD a stroller to my rental



Ski Rack — \$4.99 / day

Add this to help on your ski vacation! [More information on Ski Racks.](#)



ADD a ski rack to my rental

go back

continue

quit

Need technical help? [Click here.](#)

202

F4.6I

your car

Sport Utility Vehicle



Res. Confirmation #1103424

Pickup:
Ft. Lauderdale, FL (FLL)
Wednesday, September 16, 2000
12:00 PM

Dropoff:
Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Options Selected:
Additional Driver (2)
Underage Driver
Collision Damage Waiver
Extended Protection
Child Safety Seat

Subtotal = \$167.95 (USD)

review your Rental

Personal Information Summary — 440
Chris Bauer
123 Main Street
Ft. Lauderdale, FL
33002 USA
bauer@ancrental.com
Club I.D.# 1254

Rental Information Summary — 442
Pickup: Saturday, August 8, 2000 @ 9:00 AM
Fort Lauderdale Intl. Airport/Shuttle, FL (FLL)
Dropoff: Sunday, August 9, 2000 @ 3:30 PM
Fort Lauderdale Intl. Airport/Shuttle, FL (FLL)

Base Rate - Sport Utility Vehicle (USD)

Weekly Rate
Daily Rate
Hourly Rate \$50.99
Rate Code XX Association I.D. XXXXXX
Inclusive Rate Items
Unlimited Mileage(Properties)
Coupon Accepted

Primary Driver

Name ☐
Chris Bauer Drivers License No
06060607

Underage Driver (\$25.00/day)

Subtotal \$50.99 — 444

Additional Driver/Underage Driver ☐

Additional Driver(s) (\$3.99/day)

Name Drivers License No
☒ Neena Chawla 06060607
☒ James Bauer 09090909

Underage Driver (\$25.00/day)

Subtotal \$25.00 — 446

Additional Items ☐

☒ Accept Collision Damage Waiver (\$16.99/day)
☒ Accept Extended Protection (\$10.95/day)
☒ Decline Prepaid Gas (\$1.69/gallon)
☒ Child Safety Seat (\$4.99/day)
☒ Child/Infant Stroller (\$4.99/day)

Subtotal \$32.98 — 448

Taxes, Surcharges and Fees ☐

Concession Recoupment Fee (10.00%) \$14.19
License Recoupment Fee (\$0.30/day) \$0.30
State Rental Surcharge (\$2.05/day) \$2.05
Sales Tax (6.00%) \$9.51

Subtotal \$32.93 — 450

Calculate Total

View your options above and use the calculate button to view your final total.

Subtotal \$26.05 — 452

calculate

Total \$167.95 — 454

Credit Card Information — 464

Your credit card will not be charged until time of rental. You can cancel this rental at any time

Your credit card information is secure.

Payment Method *
(Select) ☐

First Name *

Credit Card Number *

Middle Name

Expiration Month / Year *
01 2000

Last Name *

go back

continue

206

Fig. 6 J

your car

terms and conditions

Sport Utility Vehicle



Res. Confirmation #1103424

Pickup:
Ft. Lauderdale, FL (FLL)
Wednesday, September 16, 2000
12:00 PM

Dropoff:
Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Options Selected:

Additional Driver (2)
Age Driver
Safety Seat

Total \$106.22 (USD)

By accepting the Terms and Conditions below, no handwritten signature is required so you can bypass the rental counter when picking up your car.

Before leaving the premises you and any additional driver will be asked to show your driver's licenses and sign a log report.

"I", "me", "my" refer to the person(s) who sign this agreement. You, your, refer to XYZ, Inc.
I rent from you the car described on the receipt I receive at the renting location. I agree to the terms set forth below and any added pages, including the rental agreement jacket I will receive at the renting location. All changes must be made via XYZ.com prior to picking up the car, or at the rental counter. The name and address I have provided on this rental agreement

print

☐ no, thank you

☒ yes, I accept

If you do not want to accept the Terms and Conditions of this contract we will still hold your car and you can pick it up at the rental counter.

208

fig. 6k

your car

Sport Utility Vehicle



Confirmation #1103566

Pickup:

Ft. Lauderdale, FL (FLL) - 509
Wednesday, September 16, 2000
12:00 PM

Dropoff:

Ft. Lauderdale, FL (FLL)
Thursday, September 17, 2000
12:00 PM

Options Selected:

Additional Driver (2) 488
Underage Driver
Collision Damage Waiver
Extended Protection
Child Safety Seat 486

Total \$167.95 (USD) 490

Pickup location

Ft. Lauderdale Intl.
Airport/Shuttle FL, (FLL)
2601 S. Federal Hwy.
Ft. Lauderdale, FL 33301
Phone: 407-xxx-8200
Fax: 407-xxx-6102
Hours: Mon-Sun: 24 hours
Available Tools
Driving Directions

Family Fun

Safety Tips

A confirmation e-mail will be sent to your e-mail address for your convenient reference. You can use your browser's print button to print a hard copy of this confirmation. Make sure the Page Setup is set to "Print as Displayed".

Confirmation # 1103566 - 506

Your rental has been confirmed and will be waiting for you when you arrive at your destination.

Here's what you do to pick up your car:

- Outside the airport, find the bus, which will take you to our rental center located at 2601 S. Federal Highway. The plaza is accessible from I-95 to I-595 East to US1 North. Since all cars are picked up and dropped off at this rental facility, shuttle service is required for airport customers.

Details - 492

Chris Bauer
123 Main Street
Ft. Lauderdale, FL
33302 USA
Email: bauerc@ancrental.com
Club I.D.# 1254

Pickup: Ft. Lauderdale, FL (FLL) Wednesday, September 16, 2000 at 12:00 PM
Dropoff: Ft. Lauderdale, FL (FLL) Wednesday, September 17, 2000 at 12:00 PM

Credit Card: XXX Credit Card No: xxxx-xxxx-xxxx-2222 Expires: 06/02 - 495

I have agreed to the terms and conditions of this rental agreement.

Base Rate - Sport Utility Vehicle (USD)

Weekly Rate
Daily Rate
Hourly Rate \$50.99
Rate Code XX Association I.D. XXXXXX
Inclusive Rate Items
Unlimited Mileage(Properties)
Coupon Accepted

Additional Driver/Underage Driver

Additional Driver(s) (\$3.99/day)

Name	Drivers License No	
Neena Chawla	06060607	\$3.99
James Bauer	09090909	\$3.99

Underage Driver (\$25.00/day) \$25.00

Additional Items

Collision Damage Waiver (\$16.99/day) \$16.99
Extended Protection (\$10.95/day) \$10.95

Taxes, Surcharges and Fees

Concession Recoupment (10.00%) \$14.19
License Recoupment Fee (\$0.30/day) \$0.30
State Rental Surcharge (\$2.05/day) \$2.05
Sales Tax (6.00%) \$9.51

Total

Subtotal \$26.05 - 502

\$167.95 - 504

print contract - 510



cancel

Click above to cancel



modify - 514

Click above to modify

484

64.62

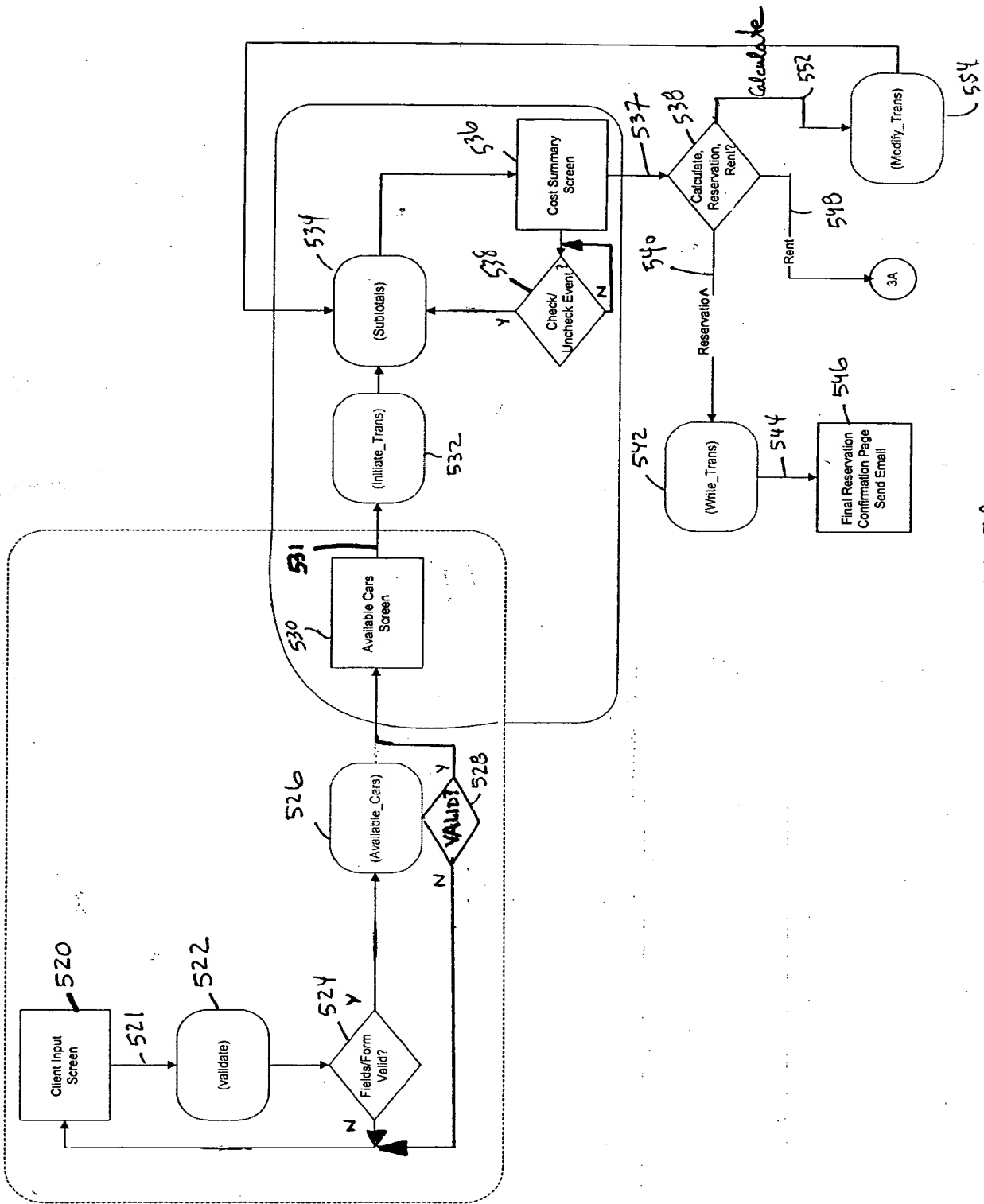


FIG. 7A

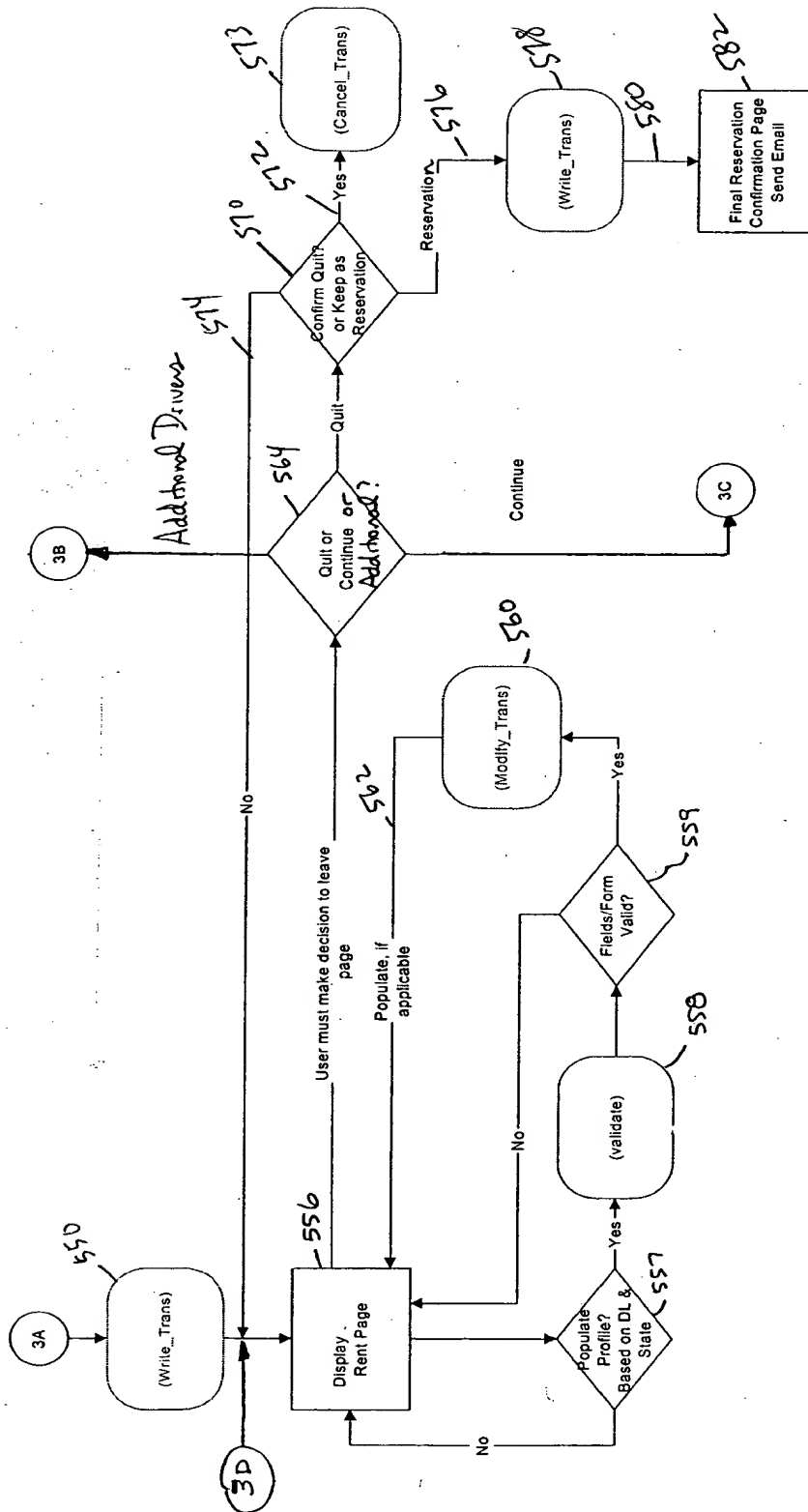
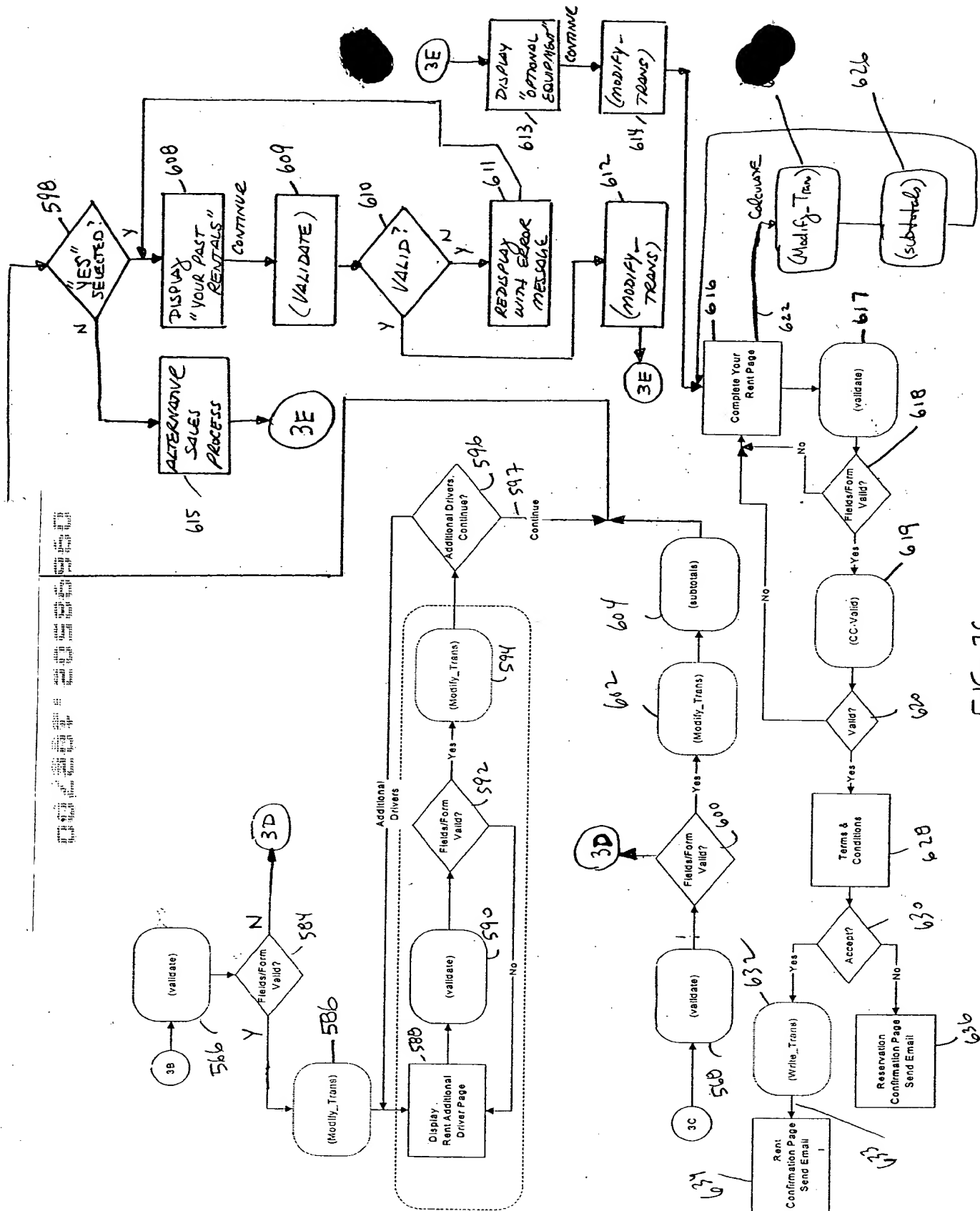


Fig. 7B



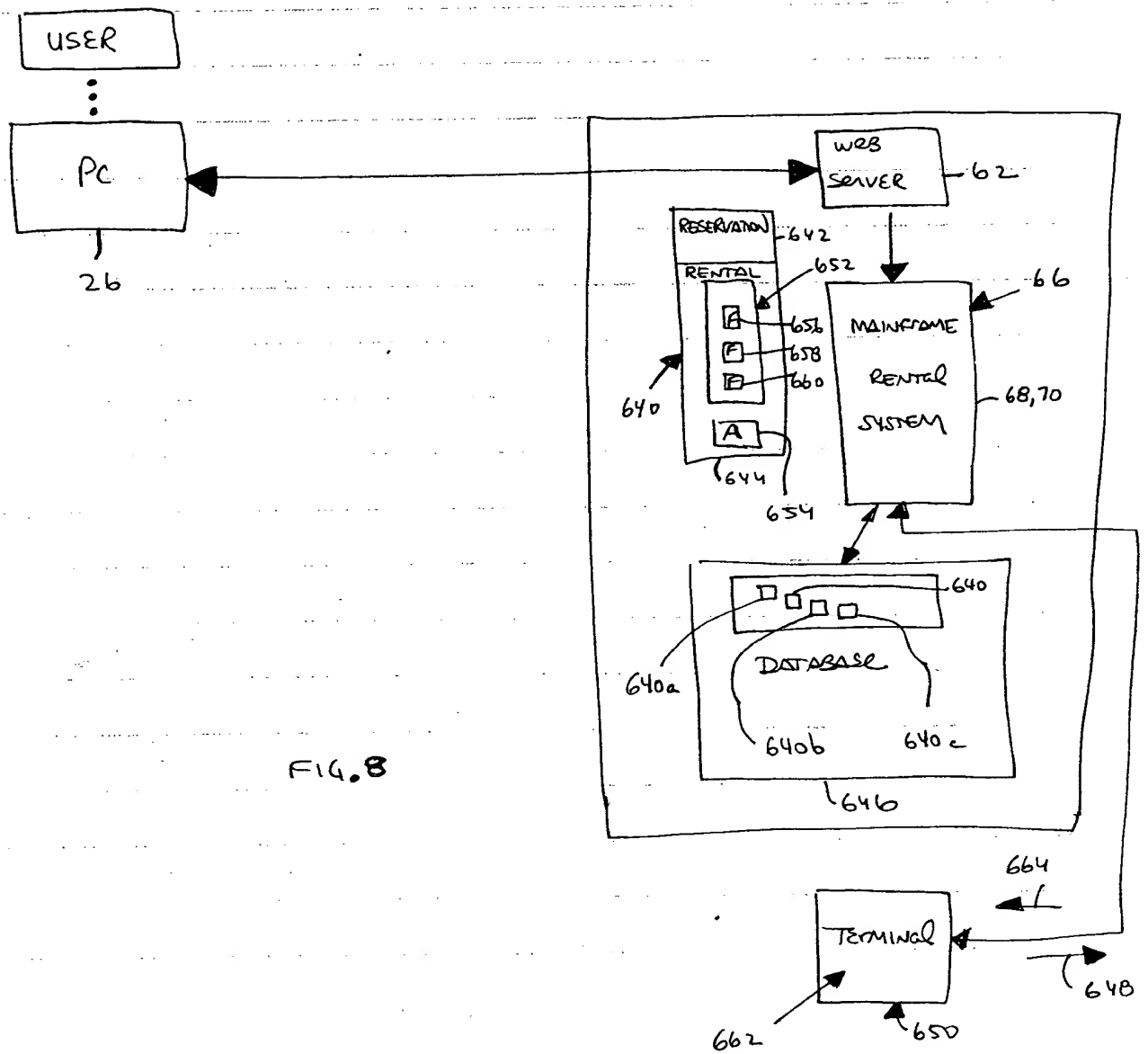


FIG. 8

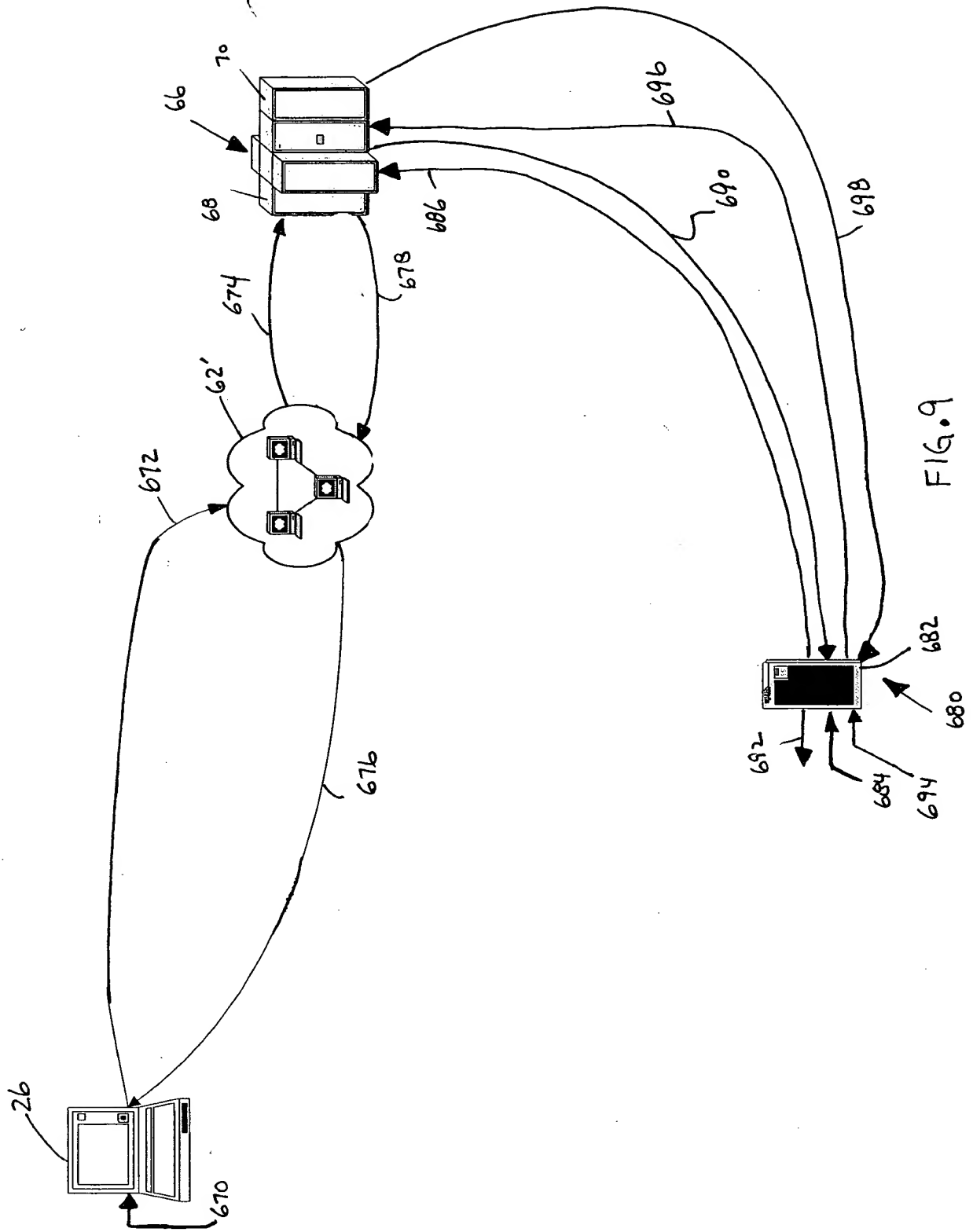


FIG. 9